



The Arc's 2023 Annual Satisfaction Survey Report



2023 Family/Guardian and Individual Satisfaction Survey Summary

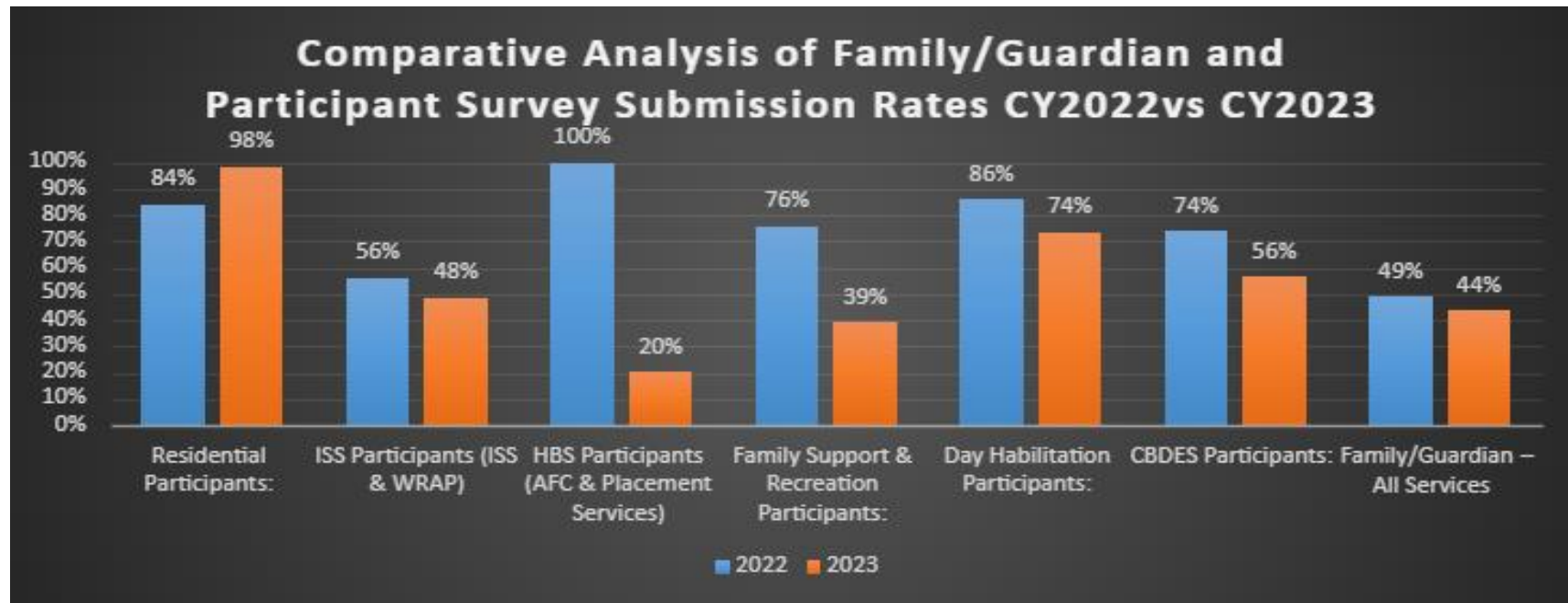
1. Survey Process:

The Family/Guardian and the Individual Satisfaction Surveys were conducted by the Division of Quality Assurance at the end of January through March of 2024 for the following programs: Residential 24 Hour Supports, Home Based Supports (HBS-AFC/Shared Living), Individualized Support Services (ISS), Community Based Day and Employment Supports (CBDES), Day Habilitation (DH), and Family Support and Recreation (FSR). Comments were recorded for the “Suggestions or Improvements” narrative question. The Program Management has contacted Family/Guardian respondents regarding any specific feedback, suggestions, improvements, and/or requests for contact. A participant in more than one service at The Arc received one survey for each service. The survey is based on the calendar year (CY) 2023.

Family Guardian and Individual Participant Surveys sent and returned:

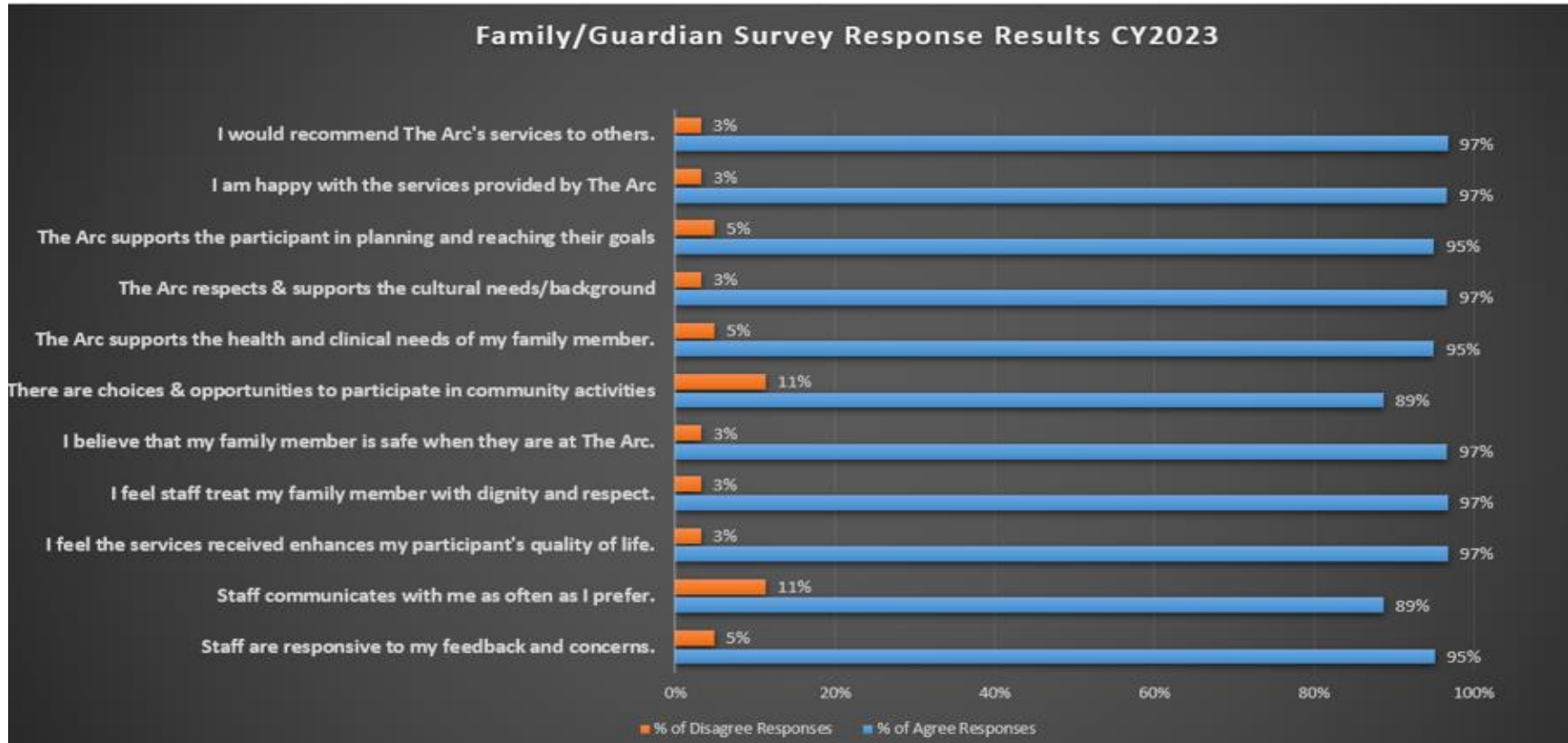
Program:	Sent:	Returned:	Completion Response:
Residential Participants:	62	61	98%
ISS Participants:	62	30	48%
HBS Participants:	84	17	20%
Family Support & Recreation Participants:	79	31	39%
Day Habilitation Participants:	68	50	74%
CBDES Participants:	117	66	56%
Family/Guardian – All Services	160	70	44%

2. Comparative Analysis of Family/Guardian and Participant Survey: CY2022 vs CY2023



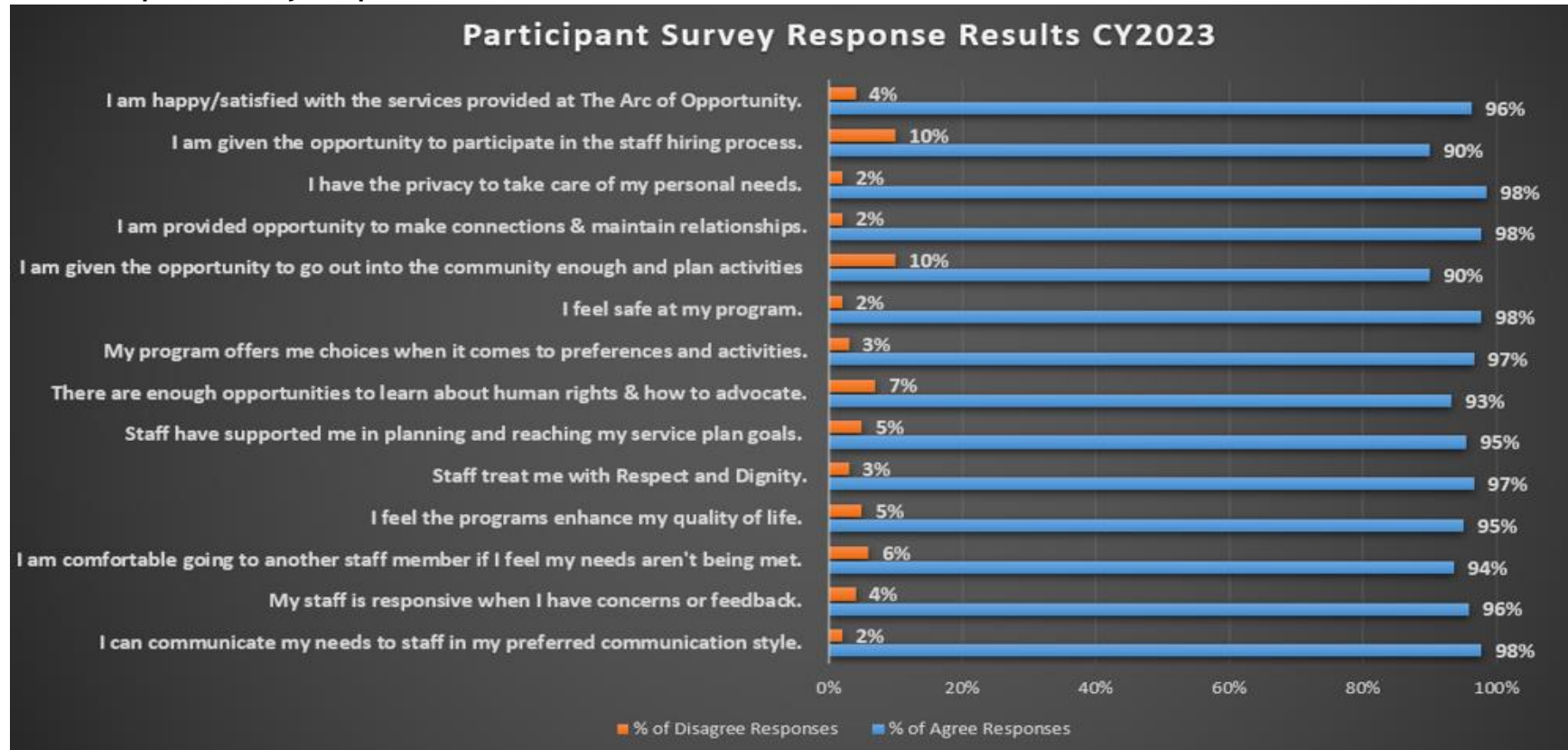
The chart above highlights a high increase and decrease in participation and response submissions when compared to 2022 for some programs. HBS has seen an 80% decrease, Family Supports at 21% decrease and Family/Guardian response at 16% decrease as compared to 2022. The increase in residential programs is attributed to having an effective outreach campaign by staff involved in each program to encourage participation. The decrease in some programs is attributed to staffing turnover and challenges which provided less resource. This year we also implemented the QR code on surveys to make it easier for Participants and Family members to easily access the surveys and reduce paperwork. However, we received feedback that some members feel technologically challenged and was not in favor of the QR Code, which could have also attributed to the slight decrease in participation this year.

3. Family/Guardian Survey Response Results CY2023



The 2023 Family/Guardian Survey highlights very strong respondent satisfaction response outcomes (high percentage of Agree responses combined with a low percentage of Disagree responses) across all programs. The highest percentage of disagreement is around regular and timely communication at 11% and participation in community activities at 11% consistent with further analysis of responses received. All other areas had a high percentage of satisfaction that fell between the mid to high ninety percent.

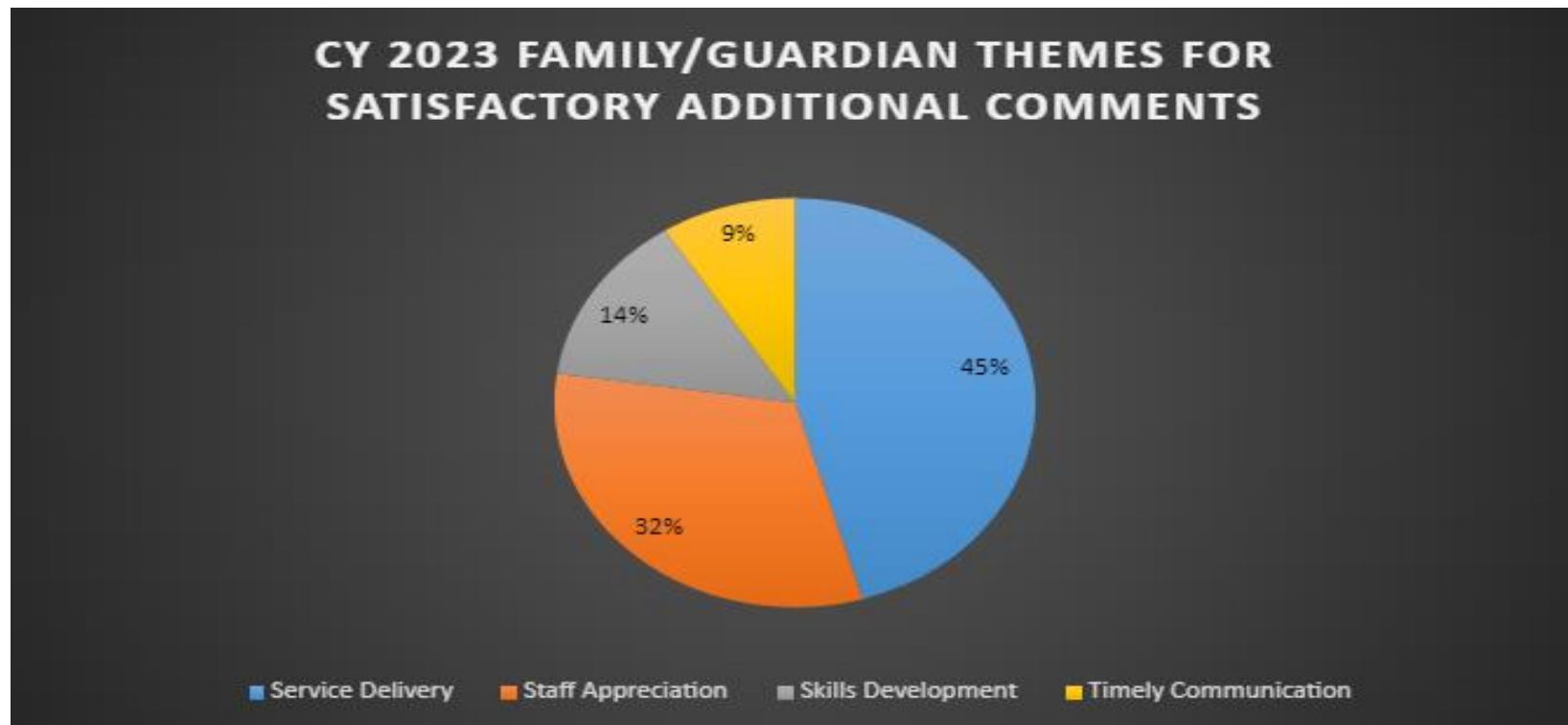
4. Participant Survey Response Results CY2023



The chart above highlights very strong respondent satisfaction response outcomes (high percentage of Agree responses combined with a low percentage of Disagree responses) across all programs. Approximately 10% of participants disagreed and stated they did not have enough opportunities to participate in the staff hiring process. We also had 10% of the participants surveyed who also disagreed and stated that they are not given enough opportunities to go out into the community.

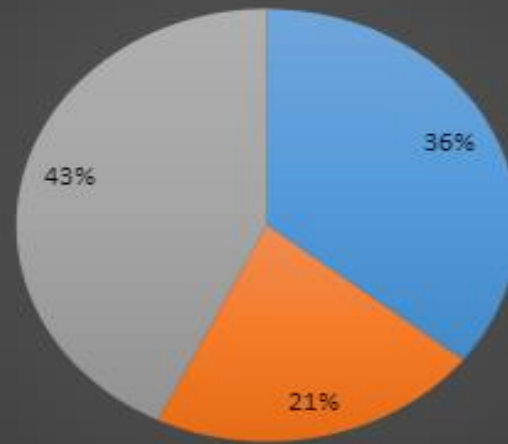
5. Family/Guardian Satisfaction Survey Additional Comments and Feedback Data.

For each survey sent out to families/guardians and participants, there is an opportunity to provide specific written or verbal feedback in the comments section and answer multiple-choice questions. This can be completed anonymously or filled in with contact information for further follow-up. By offering this, The Arc can further analyze comments received for each service to further analyze and provide insight into some of the reasonings for the ratings selected during this process.



***This data and chart represent 35% of the total survey respondents who provided written or verbal comments**

CY 2023 FAMILY/GUARDIAN THEMES FOR DISSATISFACTORY ADDITIONAL COMMENTS



■ Staff Turnover & Retention ■ Communication ■ Service Delivery

*This data and chart represent 23% of the total survey respondents who provided written or verbal comments



Themes from Family/Guardian Survey Comments:

During the year 2023, based on the 35% of satisfactory written or verbal comments we received, there were four main categories that stood out which were excellent service delivery, staff appreciation, skills development, and timely communication.

Most of the positive feedback and satisfactory comments fell into the service delivery (45%) and staff appreciation (32%) categories. Our analysis highlights a slight increase in satisfactory comments and feedback in service delivery and timely communication compared to CY2022 data. Several comments commended the delivery of The Arc's overall mission. There has been a significant increase in positive feedback in slight improvement in communication, participants enjoying their program, staff treating participants with respect and dignity, and feeling "pleased" to be associated to The Arc for almost 12 years and boosting confidence and morale for participants.

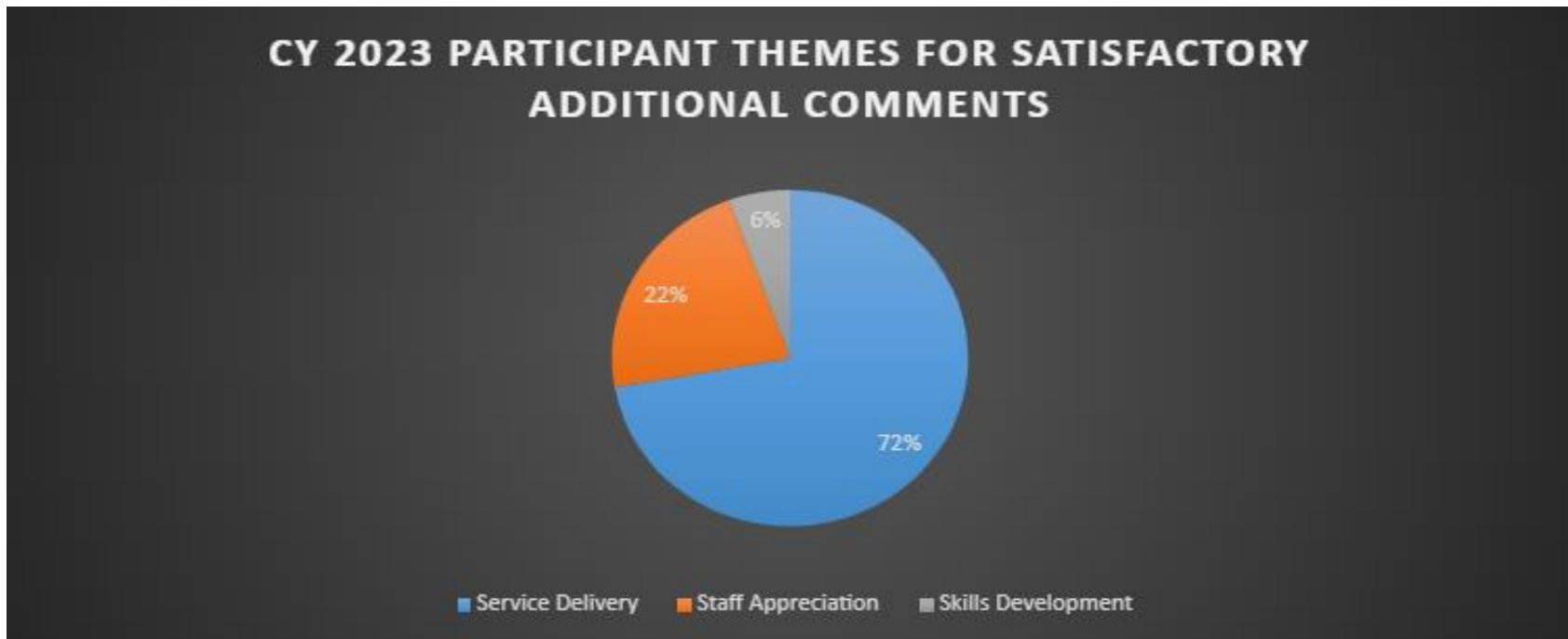
A considerable number of family members/guardians also mentioned that since coming to The Arc several participants continue to improve in their development and social skills that led to better communication, confidence, and socializing better. A family member had noted that they were anxious about their child moving to a new residential program but since moving to the new home, the staff helped with the transition that was a success and making the individual feel comfortable and at home. Finally, several family members/guardians have noted their appreciation for several of the staff who contributed to the success of the participants who attend each day.

Out of the 23% of the additional dissatisfactory written or verbal comments we received, there were 3 main categories that stood out which were Staff Turnover & Retention, Communication, and Service Delivery. Most of the dissatisfactory comments collected for The Arc's calendar year 2023 surveys have been around service delivery (43%) in the specific areas of providing more choices and opportunities to go into the community for day trips and activities across some of our core program CBDES, Day Hab, and Residential.

The second largest area noted for dissatisfactory feedback was around the staffing challenges (21%) that include but are not limited to the staff turnovers, lack of staffing, and overall staffing stability at The Arc. The third largest area we received dissatisfactory feedback was around communication in terms of staffing changes and reaching out regarding routine and emergent information.

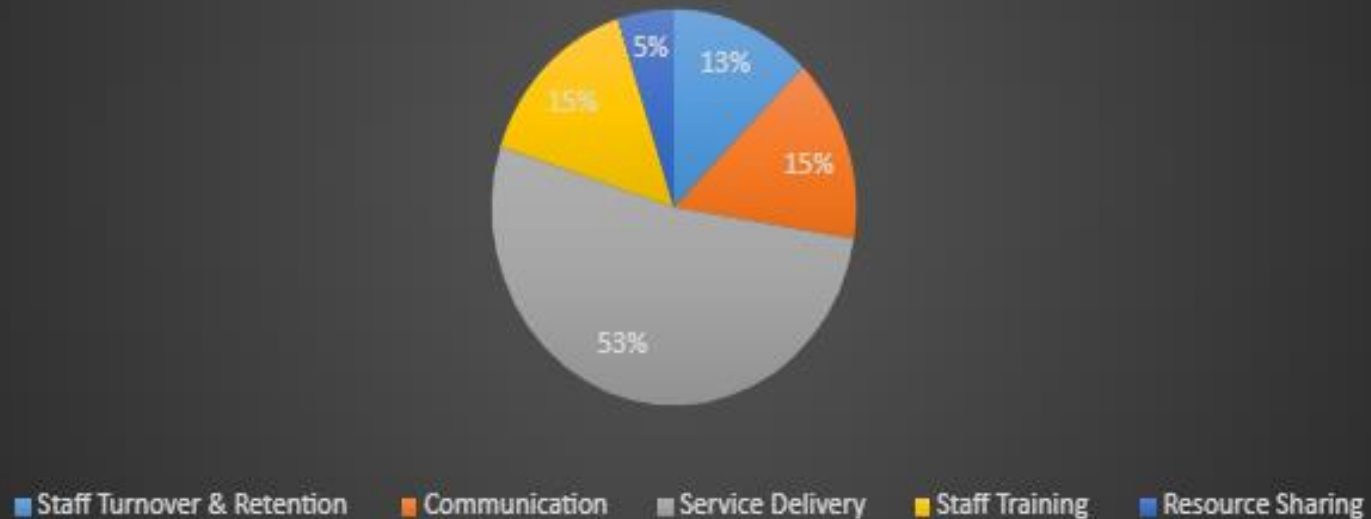
Our analysis highlights that when compared to CY2022, the dissatisfactory comments around Staff Turnover & Retention were consistent and remained the same as last year. We received approximately 14% fewer dissatisfactory comments regarding timely communication as it related to prompt communication for urgent matters. Additionally, this year we saw a 15% increase in dissatisfactory comments around service delivery when compared to CY 2022.

6. Participant Satisfaction Survey Written Comments and Feedback Data:



***This data and chart only represent 7% of the total survey respondents who provided written or verbal comments**

CY 2023 PARTICIPANT THEMES FOR DISSATISFACTORY ADDITIONAL COMMENTS



***This data and chart only represent 15% of the total survey respondents who provided written or verbal comments**



Themes from Participant Survey Comments:

During the year 2023, based on the 7% of satisfactory written or verbal comments we received, there were three main categories that stood out which were excellent service delivery, skills development, and staff appreciation. Our analysis highlights that when compared to CY2022 data, satisfactory comments and feedback in Service Delivery and timely communication remained the same with no significant difference.

Several comments from participants who receive one or more services also commended the delivery of The Arc's overall mission. Participants continue to report they enjoy their program and have an opportunity to work on various skills to become more independent. Participants also continue to have great appreciation for the staff at The Arc who work closely to support their needs.

Out of the 15% of the additional dissatisfactory written or verbal comments we collected, there were four main categories that stood out which were Service Delivery, Staff Turnover & Retention, Communication, and Staff Training.

Most of the dissatisfactory comments received for The Arc's calendar year 2023 surveys have been around service delivery (53%) and not having enough choices and opportunities for community outings and improvement needed in seeking more job opportunities. Some participants expressed the need for more arts and craft activities. There was also feedback around not having enough staff to have better support and opportunities, which overall impacts the service delivery. Additionally, there were about 15% of dissatisfactory comments around staff communication and staff training for providing more opportunities in the community.

Our analysis highlights that when compared to CY2022, the dissatisfactory comments around service delivery were consistent and remained the same as last year. We received an increase of 6% in dissatisfactory comments regarding timely communication. Additionally, this year we saw an 11% increase in dissatisfactory comments regarding staff training as it relates to providing opportunities and activities within the community compared to CY 2022.



7. Family and Guardian/Individual Satisfaction Survey Summary

The Comparative Analysis of the CY 2023 Family/Guardian Satisfaction Survey showed there was an increase in satisfaction in several different areas that include but not limited to feeling the services received enhances the participant's quality of life, treating participants with dignity and respect, The Arc supporting the health and clinical, respects cultural needs/background, and The Arc being recommended as a provider of choice to others compared to the feedback from CY 2022.

The Comparative Analysis of CY 2023 Individual (Participant) Satisfaction Survey showed an overall increase in satisfaction in several different areas that include but not limited to being happy with the services provided at The Arc, feels the programs enhance the participants quality of life, and there are enough opportunities to learn about human rights and how to advocate when compared to the feedback from CY 2022.

However, there are areas noted for improvement as highlighted in the report that include enhancing communication with guardians/family members, offering more choices and opportunities for individuals to participate in the community, and ensuring participants have an equal opportunity to participate in the hiring process when compared to the feedback from CY 2022. The comments section also provided a detailed account of positive and negative feedback The Arc will work on over the next year to improve satisfaction in the noted areas. The management team followed up with and addressed unique concerns or feedback by reaching out to family members and participants to address individually. A plan of action was put in place for each area where concerns were noted.

The Arc has a system in place to involve participants during new staff hiring by involving participants to join the interview process to get to know the potential candidates. Typically, all participants participate but this is hard to do in larger programs such as Day Hab and CBDES. The programs also maintain regular activity calendars based on participant interests for community activities. However, to further improve planning and participation in community activities, The Arc begun completing Interest Inventory Surveys for participants for all programs consistently to determine areas of interests and provide more opportunities to participants based on their specific preferences. The programs are also in the process of creating a directory of community connections, events, and locations that are frequented with our programs as a reference for individuals and staff to further enhance this area. Over the



next month, the programs will finalize a specific action plan with metrics to regularly measure the improvement each quarter for the noted areas.

Based on the above analysis and feedback received for the 2023 Calendar Year Satisfaction Surveys, The Arc has determined four areas of improvements to work on over the next year:

- Improve the response rate for survey participation by looking into revising current methods and accessibility and resources to conduct the survey campaign contact
- Staff Recruitment and Retention
- Improve Communication across all services to participants, guardians, families, and external stakeholders by changing how we communicate (i.e., using constant contact, quarterly newsletters, etc.)
- Improve the choices and opportunities for participants to be more involved in community activities based on personal preferences